

THE COUNTY OF LOS ANGELES

Invites Resumes For



CHIEF DEPUTY DIRECTOR OF CONSUMER AFFAIRS (UC)



To promote a fair and vibrant marketplace, we serve consumers, businesses, and communities through education, advocacy, and complaint resolution

RESTRICTED TO EMPLOYEES OF THE COUNTY OF LOS ANGELES

Filing Period: December 20, 2012 — January 7, 2013

The Chief Deputy Director of Consumer Affairs acts as assistant head of the Department of Consumer Affairs with responsibility for assisting in the overall direction and administration of department-wide functions, services, and programs that define and promote ethical and fair business practices as well as consumer responsibility.

This position directs through subordinate supervisors the receipt, investigation, and resolution of complaints of unfair, unethical, or deceptive business practices, real estate fraud, dispute settlement, and small claims related issues, including misrepresentations of consumer services and commodities, false advertising, and other violations of consumer laws and regulations as defined by local, State, and federal ordinances, regulations, and laws. In addition, this position assists in developing, implementing, and directing a consumer information and education program through publications, the news media, meetings, and public hearings.

The Chief Deputy Director assists in preparing recommendations to the Board of Supervisors on the adoption of new legislation or changes in existing legislation governing consumer protection, small claims court procedures, real estate fraud and dispute resolution programs. He or she also assists in representing the interests of County consumers before regulatory agencies and legislative bodies.

The new Chief Deputy Director will direct the Department's fiscal, personnel, budget, and other administrative functions. The person appointed will act as the Department Head in the absence of the Director of Consumer Affairs.

ANNUAL SALARY: \$92,582 — \$140,130 (R11)

This position is subject to the provisions of the County's Management Appraisal and Performance Plan (MAPP).

THE COUNTY OF LOS ANGELES IS AN ACTIVE EQUAL OPPORTUNITY EMPLOYER

MINIMUM REQUIREMENTS

To qualify for the position you must meet one of the Minimum Requirements:

- One year experience at the level of Chief Consumer Affairs Representative with the County of Los Angeles.
- Two years experience at the level of Consumer Affairs Specialist.
- Four years experience supervising others engaged in assisting the public in connection with consumer complaints, court procedures, dispute settlement or mediation issues. Two years of this experience must have been at a level that involved responsibility for the development and implementation of program policy.



DESIRABLE QUALIFICATIONS

- Knowledge of local, State, and federal ordinances, regulations, and laws governing consumer affairs.
- Experience developing staff into a cohesive team, while holding individuals and units accountable for results.
- Experience resolving problems related to organizational procedures, programs, budget or personnel.
- Ability to establish and maintain collaborative relationships with the Board of Supervisors, County departments, legislative bodies, other government agencies, community organizations, and the public.
- Extensive experience working with the public resolving problems related to consumer issues and representing consumers before regulatory agencies and legislative bodies.
- Excellent interpersonal and communication skills.
- Bachelor's degree from an accredited college or university.

SELECTION PROCESS

Each candidate's background will be evaluated on the basis of information submitted at the time of application to determine the level and scope of the candidate's preparation for this position. Only the most qualified candidates, as determined by the screening process, will be invited to participate in the selection process. The names of the most highly qualified candidates will be submitted to the Director of Consumer Affairs for final selection.

Highly qualified candidates are invited to submit a statement of interest and comprehensive resume detailing their demonstrated experience and career accomplishments relevant to this position. Submission should include ALL of the following:

- Your ability to meet the requirements as stated in the Minimum Requirements and Desirable Qualifications sections of this recruitment announcement.
- For organizations and programs managed, the name of each employer, job title, size of organization's budget, number and composition of personnel supervised, scope of management responsibilities, functions managed, dates of employment, and current salary.

Please submit resume, cover letter, record of accomplishments, verification of degrees, and current salary information to the following e-mail address: ExecutiveRecruitment@hr.lacounty.gov. Please indicate the position title of **Chief Deputy Director of Consumer Affairs** in the subject line of your e-mail.

Confidential inquiries welcomed to:
Penny Torres

Department of Human Resources
Executive Services Division
Phone: (213) 893-9770

e-mail: ptorres@hr.lacounty.gov

This announcement may be downloaded from the
County of Los Angeles website at:
<http://hr.lacounty.gov>

Pursuant to State and federal requirements, we are requesting that you voluntarily provide the following information: (1) your race/ethnicity and (2) your gender. This information should be on a separate piece of paper, attached to your resume. This page will be removed from your resume when it is received. This information will be kept confidential and utilized solely for required statistical purposes.